

**Idaho Judicial Branch  
Position Description**

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**Position Title:** Lead, IT Service Delivery  
**Effective Date:** June 2021  
**Salary Grade/Range:** Grade 15/ \$52,375 - \$68,000  
**FLSA Status:** Covered  
**EEO Category:** Professional

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**General Position Summary:**

The Service Delivery Lead position leads an IT Service Delivery team that provides user support and serves as a primary contact for clients who experience service interruptions or seek assistance with information technology products, applications, and services. The position provides guidance and advanced support for technology and applications issues for internal and external users. The position is also responsible for critical incident management and service delivery quality and improvements. This is a working supervisor position and is required to assist customers on the service desk. This position reports to the Deputy CIO.

**How We Work:**

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

**Major Duties and Responsibilities:** (The examples provided do not cover all of the duties which the incumbent of this position may be required to perform.)

*IT Service Delivery - Technical and Application Support*

- Leads a team of IT Service Delivery Technicians and Application Support Specialist to efficiently solve customer issues and maintain exceptional quality customer support;
- Provides software application and technical support as well as hardware and infrastructure support to a variety of end-users throughout the state;
- Ensures the service delivery team is focused on resolving all issues thoroughly and as quickly as possible;
- Tracks incidents, monitors performance data, and ensures incidents are resolved;
- Assists the team in prioritizing, researching, and resolving requests and incidents;
- Schedules staff to ensure the IT Service Desk is appropriately staffed during operational hours;
- Assists team with providing coverage on the service desk as required to ensure the timely response to customer requests and issues;
- Assists front line staff with more complex issues or recommends escalation to quickly resolve incidents;
- Assistance with maintaining and auditing court assets throughout the state;
- Troubleshoots production issues, identifying root cause and implementing sound technical resolutions in a timely manner;
- Prepares application and end user support documentation;
- Modifies and reviews notices, reports and forms, as applicable;
- Provides off-hours support to ensure maximum system availability to user base;

- Supervises service delivery staff to include scheduling, approving timesheets, and performance management.
- Helps maintain and audit court assets throughout the state;
- Identifies, evaluates, and corrects hardware, software, and operational problems
- Provides off-hours support to ensure maximum system availability to user base;

#### *IT Service Delivery – Quality and Improvements*

- Develops and reports IT service delivery metrics and trends, and drives efforts to improve services;
- Develops and recommends service delivery policies, procedures, and support documentation;
- Identifies and recommends new processes to enhance support for end-users;
- Provides training to new and existing service delivery employees;
- Establishes end-user feedback processes to improve IT service delivery;
- Conducts onsite customer visits to discuss effectiveness of IT service delivery and solicit feedback on how to improve services;
- Directly addresses and resolves unacceptable levels of service;
- Reviews user requests and assists in determining feasibility for new software applications or modifications;
- Proposes software application and/or configuration options to meet user requirements;
- Monitors applications to ensure proper functionality and output to confirm data remains accurate, accessible and retrievable;
- Participates in developing test plans to include scenarios, test scripts and test cases;
- Assists with unit-level and end-to-end system testing of applications to ensure all requirements are met;
- Assists in facilitating statewide user groups to identify best practices, discuss product enhancements, feature requests and collect feedback from the user community;
- Uses, updates, and assists in the maintenance of the IT Service Desk knowledge base;
- Implements, updates, and drives adoption efforts for self-service capabilities for end-users;
- Coordinates with other IT teams and/or vendors to provide training and learning opportunities for service delivery staff to increase their knowledge base and remain up-to-date with current trends in technology and service delivery.
- Implements, monitors, and improves the IT incident management process;
- Identifies improvement opportunities by establishing personal rapport with end users who understand the business needs and requirements;
- Seeks to identify and implement measurable improvements to reduce the mean time to restore services;
- Grows technical and IT service delivery skills year over year, including ITIL, IT Service Management and other internal and industry-recognized IT service delivery disciplines;

#### *IT Critical Incident Management*

- Serves as the Critical Incident Manager (when not assigned to provide IT Service Desk coverage) for major outages.
- Serves as a primary lead for the response to and management of critical IT incidents;
- Coordinates all critical incident support activities, manages escalation calls/bridges, and notifies all users and senior executive stakeholders across the Idaho Courts;
- Ensure that critical incident records are fully documented both during and after the incident, including gathering and recording the full incident timeline of events;
- Coordinates the communication to end-users as well as senior and executive management about critical incidents;
- Leads post-mortem reviews of critical incidents to identify root cause, lessons learned, and action plans.

#### **Minimum Qualifications:**

The Idaho Courts reserve the right to consider an equivalent combination of education, training, and/or experience necessary to successfully perform the major duties and responsibilities of the position.

#### *Education and Experience:*

- Two years of higher education or an Associate's Degree in Computer Science or a related field; Bachelor's degree preferred;
- A minimum of five (5) years of experience using information systems and conducting software application implementation, support and/or development;
- Experience supporting a complex business, agency or enterprise environment with multiple shifting priorities;
- Experience identifying, evaluating and resolving computer and system problems including compatibility conflicts, application operations, and hardware malfunctions;
- Experience with service desk software;
- Experience installing and maintaining computer hardware, software, and peripherals (scanners, printers, etc.) in network and/or multi-platform environment;
- Experience with general court processes and/or information systems preferred;
- Experience with court clerk processes and experience with court fines, fees, restitution, receipt of payments, and other court financial operations preferred;
- Previous lead or supervisory experience preferred;
- Industry certification such as CompTIA A+, ITIL, or Network+ certification is preferred, but not required.

#### *Knowledge, Skills, and Abilities:*

- Knowledge of IT service delivery processes;
- Knowledge and experience with Windows Active Directory and policy management;
- Knowledge and experience with Microsoft Windows 10, Windows 8, and Windows 7 or higher;
- Knowledge and experience Microsoft Office 2003, 2007 and 2010 suites or higher;
- Knowledge of basic network (wired and wireless) configuration and troubleshooting;
- Knowledge of web conference tools and applications;
- Knowledge of supervisory practices and procedures;
- Knowledge of court processes and court information systems preferred;
- Skill in providing excellent customer service;
- Ability to communicate effectively verbally and in writing;
- Ability to manage changing priorities and interruptions while still meeting deadlines;
- Ability to handle a heavy support/call volume and prioritize based on customer needs and impacts;
- Ability to analyze issues and provide reasonable solutions;
- Ability to coach and train on staff and end-users regarding applications;
- Ability to create, document, and execute test cases for proposed resolutions to issues;
- Ability to develop subject matter expertise for all assigned court software applications;
- Ability to learn court user business processes, procedures and software application requirements;
- Ability to analyze computer application problems and recommend, develop or implementing solutions;
- Ability to conduct application/system analysis to resolve business problems;
- Ability to prepare comprehensive documentation and reports;
- Ability to communicate complex technical information in an understandable manner to non-technical users verbally and in writing;
- Ability to maintain effective working relationships with staff, co-workers, managers, and external partners;
- Ability to organize and prioritize work;
- Ability to maintain confidentiality;

#### *Special Requirements:*

- Ability to lift 50 pounds of computer equipment;
- Valid driver's license;
- From time-to-time this position may be required to travel throughout the state.

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience necessary to successfully perform the major responsibilities of the position.

The Idaho Judiciary is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability, or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify human resources.